iSupport

Hardware Service Request

Customer User Guide

Version: 2026.01.09

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What is iSupport

iSupport is a web-based customer access portal into Toshiba's Oracle system. It enables customers to create and manage hardware and software service requests. You will be able to check the status of your requests and communicate with the technician through notes.

About this Document

The scope of this document is limited to getting you up and using iSupport for creating Hardware Service Requests and tools related to hardware and contracts.

Requesting an ID

For information about requesting a Toshiba Global Commerce Solutions (TGCS) Enterprise ID (EID) please follow this link to the [Request Enterprise ID] form. This link can also be found on our [www.ToshibaCommerce.com] [FAQs] page found on the [Support] tab. If you need additional assistance reach out to your TGCS point of contact or email [support@ToshibaGCS.com] for assistance.

> You must know your Customer Account Number. You can locate your Customer Account Number by contacting your organizations Contracts or Procurement department. If you work directly with a Toshiba Business Partner, please contact that company.

If you do not receive the email in a timely manner, please check your Junk mail folder. If you do not find an email in that location, contact your TGCS primary point of contact.

Whitelisting Recommendations

TGCS recommends that you whitelist the following domains to ensure communications from TGCS are not interrupted.

- Tgcsglobal.com
- Toshibagcs.com
- Sendgrid.com
- Softlayer.com
- Sendgrid.softlayer.com

Sample Approval Email

From: Workflow Mailer <NoReplyTo@tgcsglobal.com>
Sent: Thursday, January 31, 2019 5:30 PM
To:
Subject: FYI: Your "Business User" account has been approved.

Time Zone (GMT -05:00) Eastern Time

To	
Sent	**31-JAN-2019 18:29:01**
ID	

Congratulations! Your "Business User" account has been approved.

Any enrollments not requiring approval have also been granted to you. You will receive separate e-mails regarding the decision for each enrollment that requires approval.

Please use the following information to access the system:

Username:
URL: Application URL

Please do not reply to this email. If you have any questions you may contact us by email at Renee Kiefer

Thank you and welcome,
toshiba_comm@toshibagcs.com

Sample Boarding Email

From: Toshiba_ID@toshibagcs.com[mailto:Toshiba_ID@toshibagcs.com]
Sent: Sunday, June 17, 2018 8:52 PM
To:
Subject: Action Required: New Toshiba Commerce Portal account ID information

DO NOT REPLY/SENT FROM SERVICE MACHINE

Below is your Enterprise ID and **Temporary**Password for the Toshiba Commerce Portal. **You will need to log in, reset your password and configure three security questions/answers.**

Enterprise ID(Username) :
Owner Name :

Temporary Password :

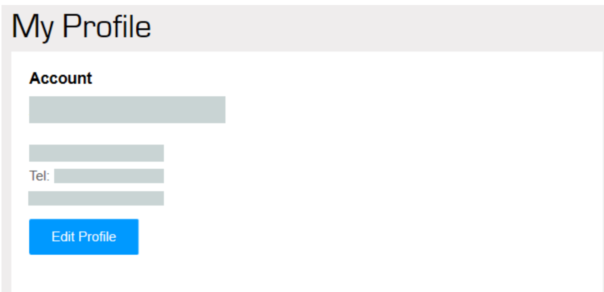
Please perform the following actions to activate your account:

1. Go to https://www.toshibacommerce.com.
2. Click “Sign in” at the top right corner.
3. Enter your “Username” which is your Enterprise ID provided above.
4. Enter your Temporary Password. Best practice is to copy the password from this email and paste it into the form. Be sure to not copy an extra space at the beginning or end.
5. Click "Sign in". A new page loads.
6. Enter your Temporary Password again.
7. Enter a new Password. Minimum: 8 characters that includes at least 1 numeric or special symbol.
8. Re-enter your new Password.
9. Click "Change Password". A new page loads.
10. Input 3 questions and answers for security purposes. This will be used for self-service password reset when needed.
11. Click "Submit".

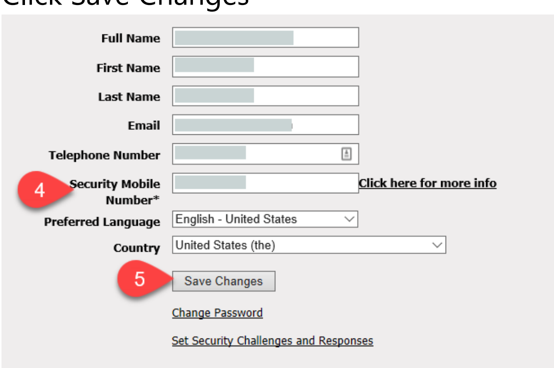
Updating Your Profile

1. After signing in, click on your name.
2. Click on the My Profile link.

3. Click on Edit Profile.

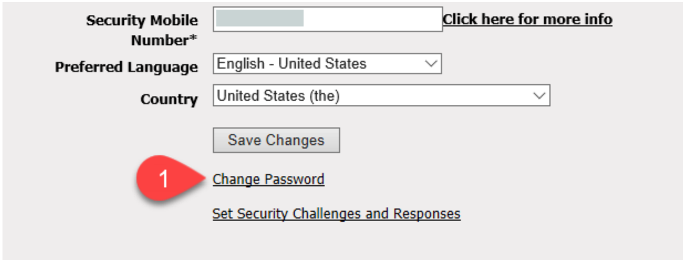


4. Update your mobile number. (If you do not want to add your personal mobile number you add a single 0 zero to the field.)
   This number will be used to receive special one-time passwords via SMS text messaging. One-time passwords are occasionally used when extra security is necessary. The format for this field is an 11 or 12 digit number that includes the country code, area code, and phone number. Please enter only numbers; no symbols, dashes, or spaces.
5. Click Save Changes

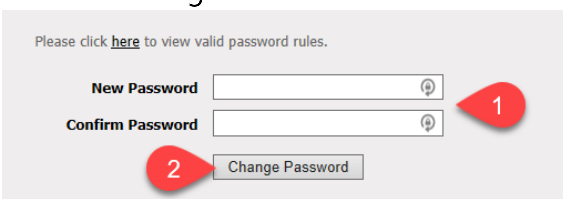


Changing Your Password

1. Follow the steps for Updating Your Profile, then click Change Password.

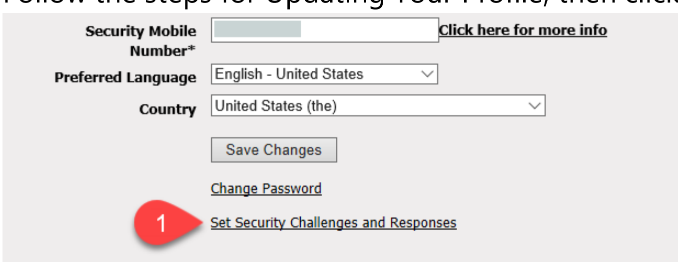


2. Enter your new password in the New Password and Confirm Password text boxes.
3. Click the Change Password button.

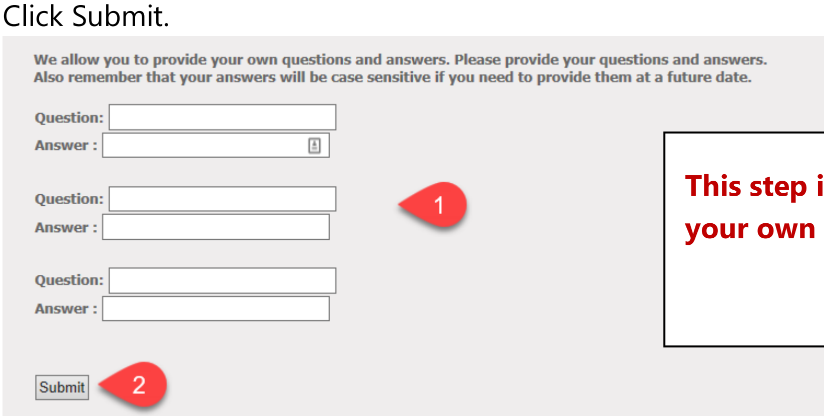


Setting your Security Challenge Questions and Responses

1. Follow the steps for Updating Your Profile, then click the Set Security Challenges and Responses link.



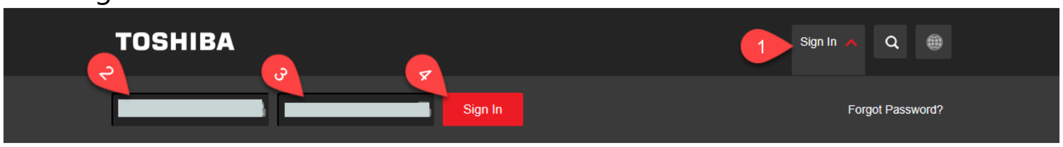
2. Provide the Questions and Answers.
3. Click Submit.



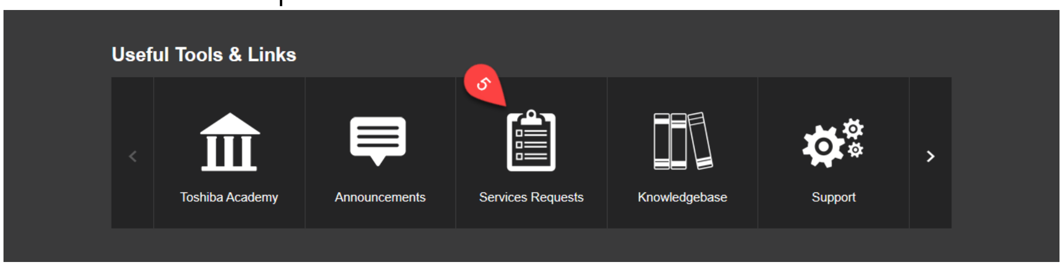
This step is critical to enable resetting your own password with IT Support.

Signing In

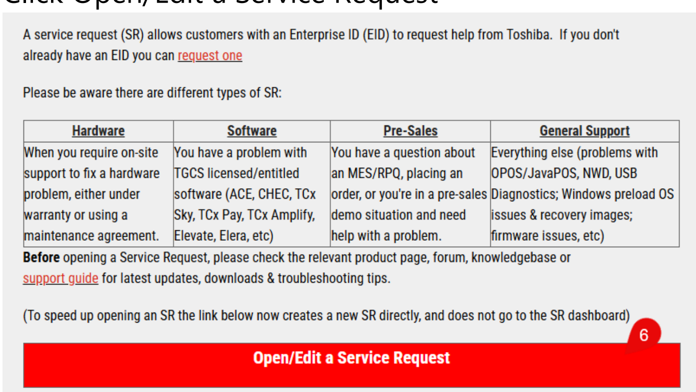
1. Navigate to ToshibaCommerce.com and then click the sign in button.
2. Enter your Username.
3. Enter your Password.
4. Click Sign In.



5. Click the Services Requests button in the Useful Tools & Links menu.



6. Click Open/Edit a Service Request



A service request (SR) allows customers with an Enterprise ID (EID) to request help from Toshiba. If you don't already have an EID you can request one

Please be aware there are different types of SR:

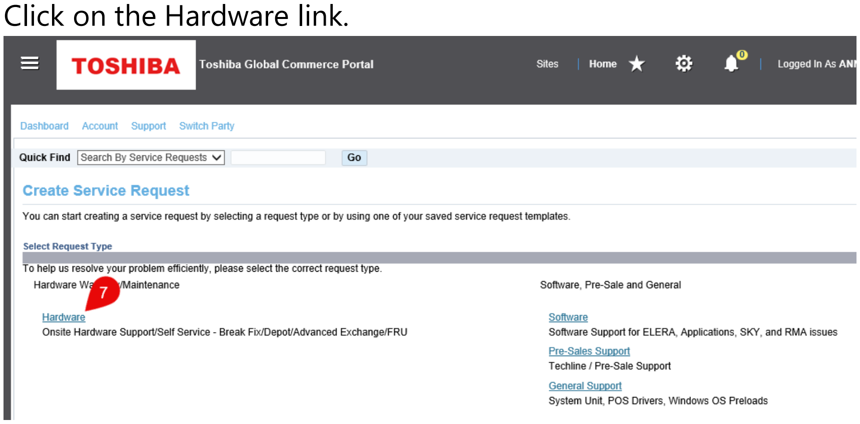
Hardware	Software	Pre-Sales	General Support
When you require on-site support to fix a hardware problem, either under warranty or using a maintenance agreement.	You have a problem with TGCS licensed/entitled software (ACE, CHEC, TCx Sky, TCx Pay, TCx Amplify, Elevate, Elera, etc)	You have a question about an MES/RPQ, placing an order, or you're in a pre-sales demo situation and need help with a problem.	Everything else (problems with OPOS/JavaPOS, NWD, USB Diagnostics; Windows preload OS issues & recovery images; firmware issues, etc)

Before opening a Service Request, please check the relevant product page, forum, knowledgebase or support guide for latest updates, downloads & troubleshooting tips.

(To speed up opening an SR the link below now creates a new SR directly, and does not go to the SR dashboard)

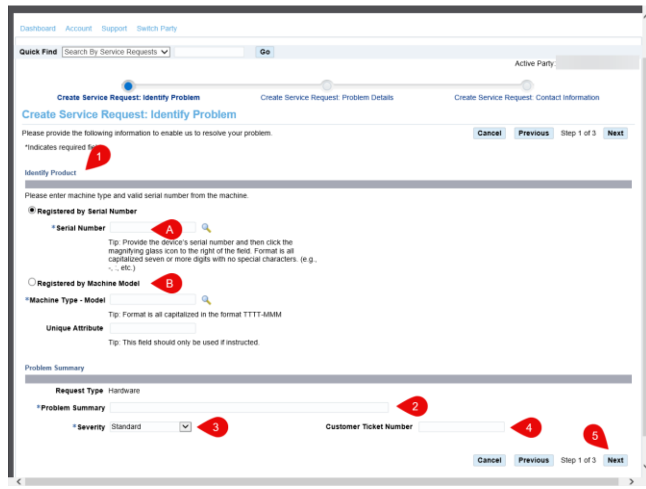
Open/Edit a Service Request

7. Click on the Hardware link.

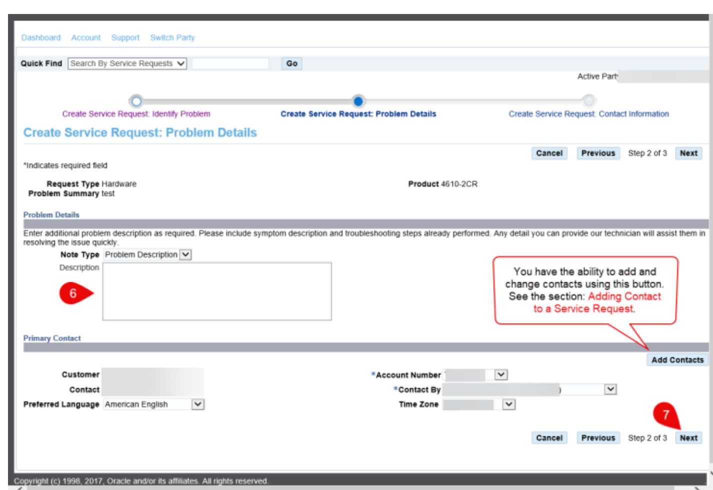


Creating a Hardware Service Request

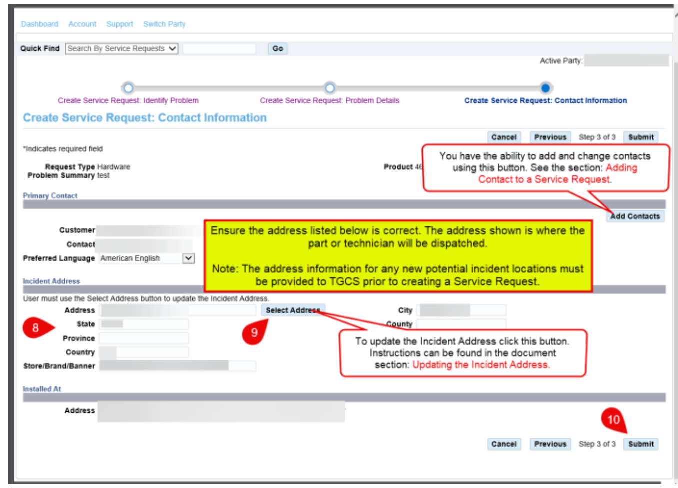
The next few screens will be used for creating a Service Request.



1. Identify the equipment you would like the technician to work on. For serial number entitled equipment follow step **A**. For Machine-Model entitled equipment follow step **B**.
   - **A.** Select the upper bullet option and provide the 7+ character serial number as listed on your contract or warranty in the lower serial number field. (Excluding any special characters such as – (hyphen))
   - **B.** If your contract is Machine-Model entitled select the lower bullet and provide the Machine-Type Model (MTM) in the format MACH-MOD in the appropriate field.
     - If required please supply the 7+ character serial number as listed on your contract in the upper serial number field, otherwise this field is optional.
     - All products support using Machine-Model are assigned Machine-Model Types, even OEM equipment. If you require a list, please review your contract or reach out to your TGCS primary point of contact.
2. In the problem summary please include the location of the device (e.g. Lane 3), and a brief description of the issue being experienced. (Limited to 80 characters.) In the problem Description (Step 9) you can provide additional detail including symptoms and troubleshooting steps already performed.
3. Select the Severity level.
4. To improve our ability to communicate/corollate this issue with your ticket tracking system you have the option of entering your internal tracking number here.
5. Click Next.
6. Enter additional problem description as required. Please include lane number, symptom description and troubleshooting steps already performed. Any detail you can provide our technician will assist them in resolving the issue quickly. (2000 character limit.)
7. Click Next.



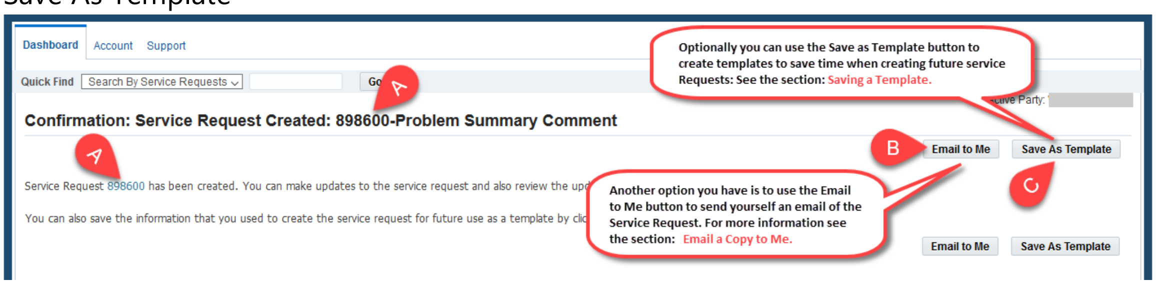
8. Check the Incident Address to ensure it is correct.
   The address shown is where the part or technician will be dispatched.
9. If required, to correct the address, you should follow the Select the Incident Address process.
10. Click Submit.
    You have just completed creating a Service Request.



Service Request Creation Confirmation Page

After clicking submit you will be brought to the below page which provides you the Service Request Number and other options.

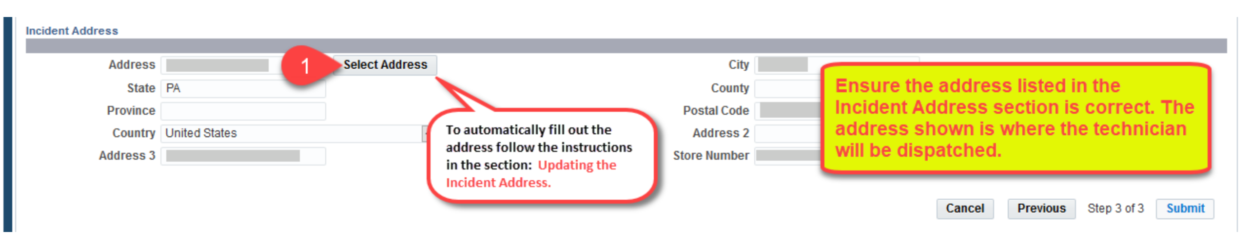
A. Service Request (SR) Number
B. Email to Me
C. Save As Template



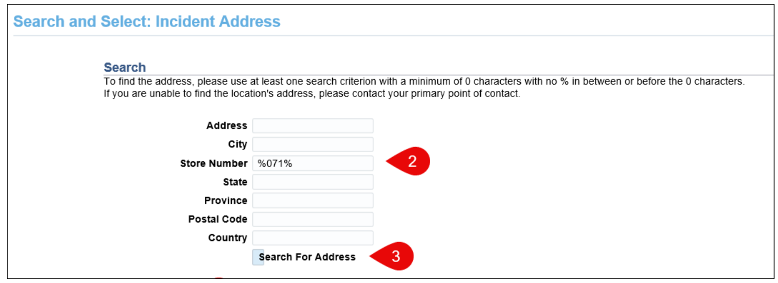
Selecting the Incident Address

Using the Select Address button is required to populate the corrected address information.

1. Click the Select Address button.



2. Use any of the search filters to limit the result list. In this example we will use the store number. (Surrounding your search term with % enables finding results when they are not an exact match.)
3. Click the [Search for Address] button and the result list will be limited based on the filter inputs.



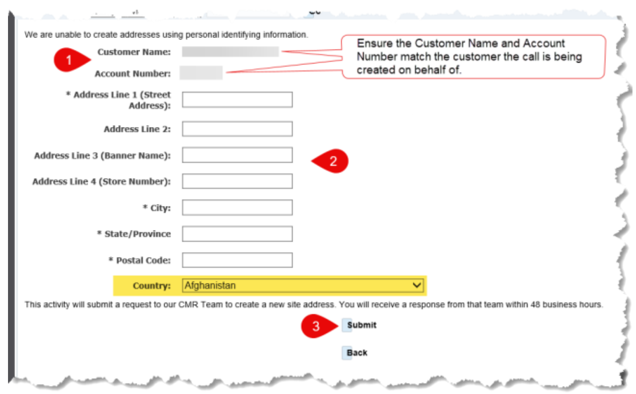
The results of the query will be returned.

A. Select your desired location if found.
   4. After selecting the location click the [Select] button.

B. If the location is not found, adjust your search criteria. If the address still does not appear, use the [Create New Address] button and follow the Create a New Address Record.

Create New Address

After you complete the form and click the Submit button an email will be sent to yourself and to our CMR team. This process will take about two business days to complete.

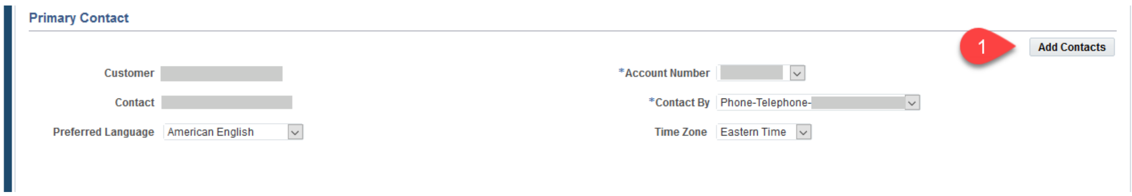


1. The first step is to ensure that you are requesting the new address to be created for the correct customer and customer number.
2. Enter the location address using the guidelines below:
   - **Address Line 1:** This field should have the street address and any suite or unit information. (e.g., 1234 Main Street, Suite 23)
   - **Address Line 2:** Should typically be left blank. Please reach out to your TGCS contact if you believe this field should be used.
   - **Address Line 3:** Please enter the Banner Name of the location in this field. (This will be the name on the store that will assist our technician locating the business.)
   - **Address Line 4:** Please provide the store number for the location in this field.
   - **City:** City
   - **State/Province:** The two character state or Province abbreviation. (e.g., NC – North Carolina)
   - **Postal Code:** Postal Code
   - **Country:** It is critical you select the correct country to avoid delays in the site creation process.
3. Click the [Submit] button.

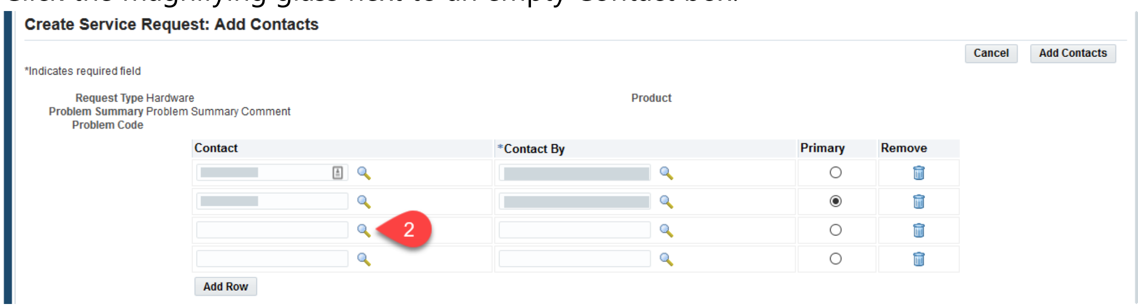
Adding Contacts to a Service Request

All three steps in the above Creating a Hardware Service Request present you the opportunity to add additional contacts and/or update the primary contact.

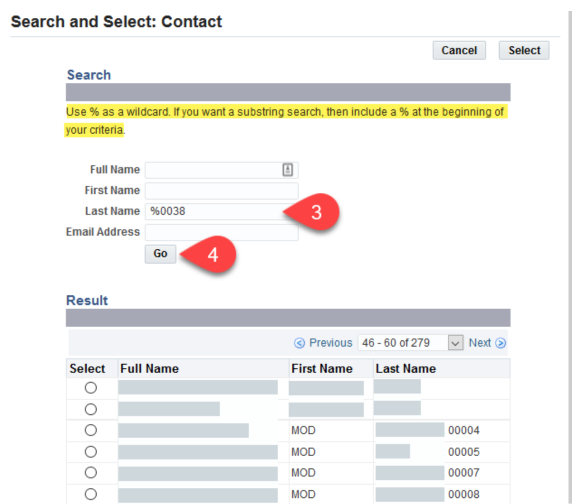
1. On any of the three steps click the Add Contacts Button.

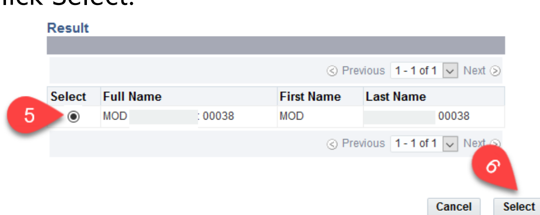


2. Click the magnifying glass next to an empty Contact box.

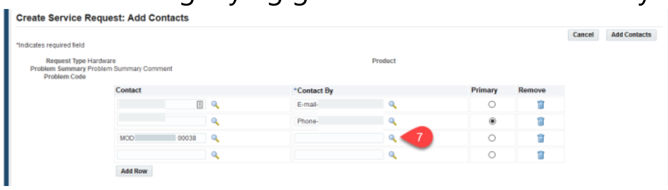


3. Filter the list by using one of the search fields. In this sample we will use a store number in the last name field. (To enable the Use of Manager on Duty (MOD) a contact was created for each location on the contract. First Name = MOD, Last Name = Store ######.)
4. Click the [Go] button.
5. Select the bullet option for the contact you would like to add.
   - If you need an additional contact added to your account, please reach out to you TGCS point of contact.
6. Click Select.

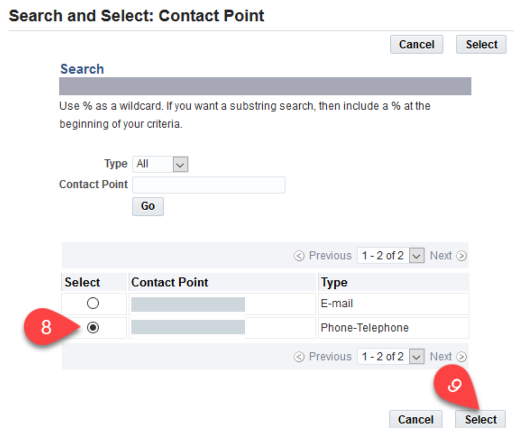




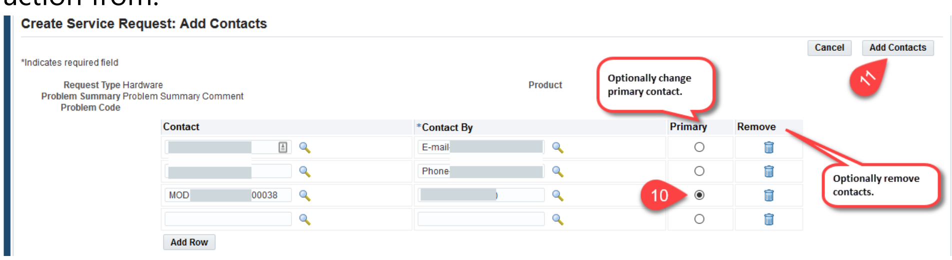
7. Select the magnifying glass next to the Contact By text box to add a contact method.



8. Select the Contact Point
9. Click Select.



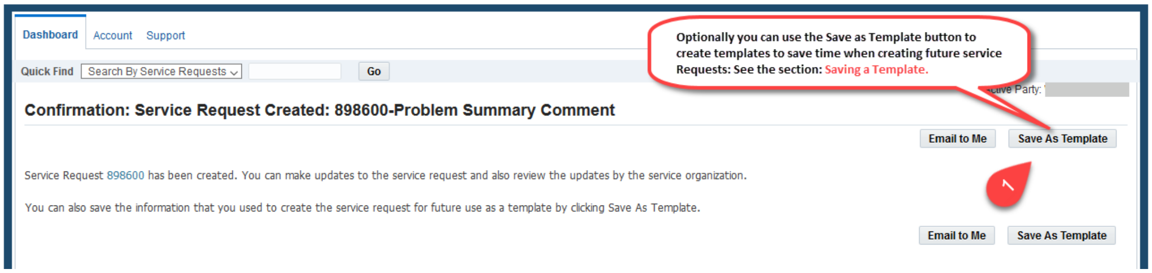
10. If desired change the primary point of contact.
(Repeat steps 1 through 10 to add more contacts as desired.)
11. Click the Add Contacts Button. You will be returned to the Service Request step you performed this action from.



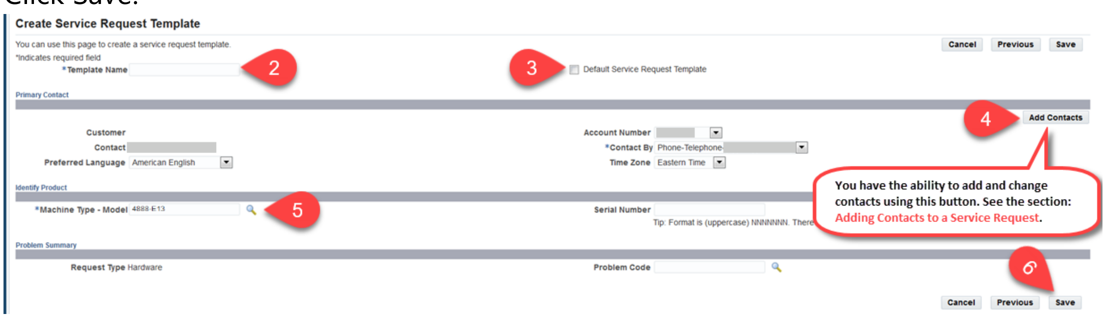
Saving a Template

Saving templates can be a real time saver. It enables you to start a service request with part of the required information already filled out for you. (Tip: Create a template for each Machine-Model Type we support for your company. Name the template something that makes sense to you for that product.)

1. After creating a service request click the Save As Template button.



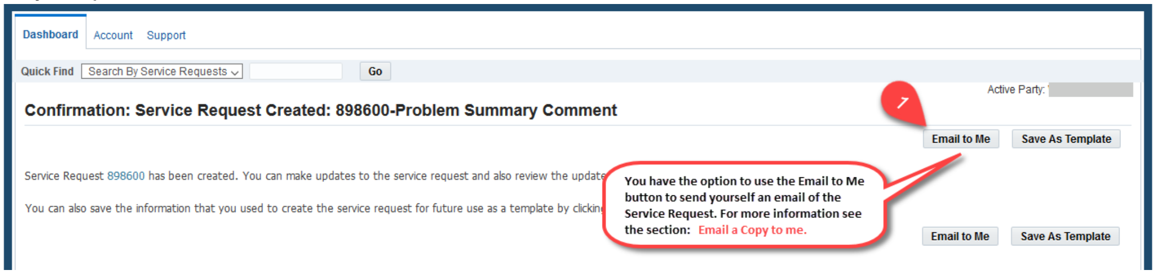
2. Name the template.
3. Optionally, make this the default template.
4. Use the Add Contacts button to ensure the contacts list is accurate for your template.
5. Provide the Machine-Model Type for this template.
6. Click Save.



Email a Copy to Me.

You have the option of sending yourself a copy of the Service Request as an email.

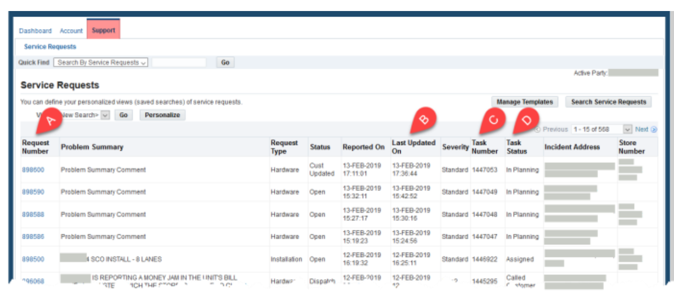
1. After creating a service request click the Email to Me button. The email will be sent to the email address in you profile.



Reviewing a Hardware Service Request

From the Dashboard or the Support tab you can review a list of recently opened service requests and a summary of their status. Key Details on the default search view are:

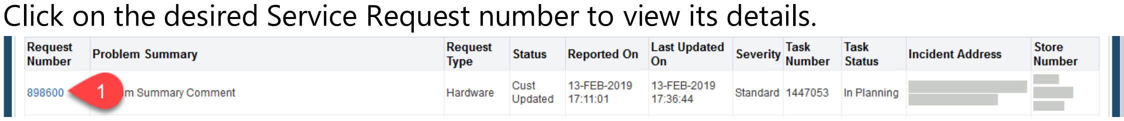
A. **Service Request Number**
   Each request sent to us will be assigned a unique Service Request Number.
B. **Last Updated On**
   This field will show the last time the service request was updated.
C. **Task Number**
   Each Service Requests will have one or more Task Numbers assigned to it. In the summary list view the last Task Number opened will be the one displayed.



D. **Task Status**
   The Task Status will display the status of the last task created for the Service Request.

Service Request Details

1. Click on the desired Service Request number to view its details.



Request Number	Problem Summary	Request Type	Status	Reported On	Last Updated On	Severity	Task Number	Task Status	Incident Address	Store Number
898600	m Summary Comment	Hardware	Cust Updated	13-FEB-2019 17:11:01	13-FEB-2019 17:36:44	Standard	1447053	In Planning		

Overview Tab

Key areas to be aware of on the Service Request Detail Overview tab are:

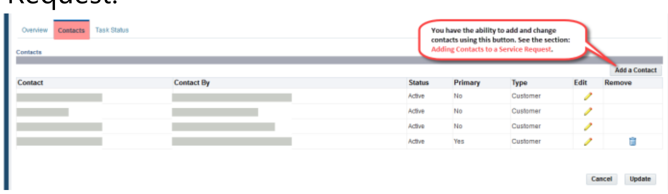
A. The Add Attachment button enables you to attach documents to the Service Request.

B. Progress
The progress section contains an overview of the progress of the Service Request. It will also contain any notes the technician adds to the request as progress is made toward a resolution.

C. Add a Note
Add a Note provides you the ability to send a message to the technician.

Contacts Tab

The Service Requests Detail Contacts tab enables you to view and change the contacts associated with the Service Request.



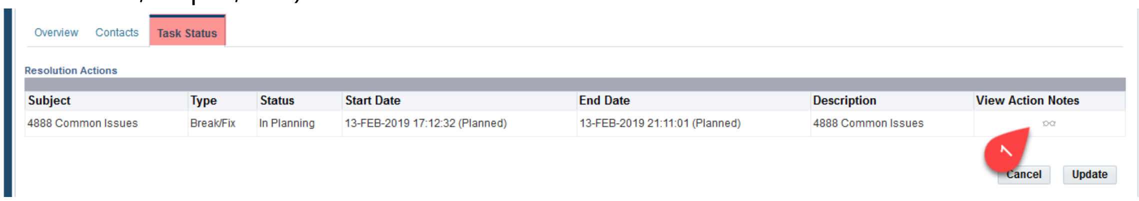
Task Status Tab

The Service Requests Detail Task Status tab enable you to review the status of each task associated with the Service Request.

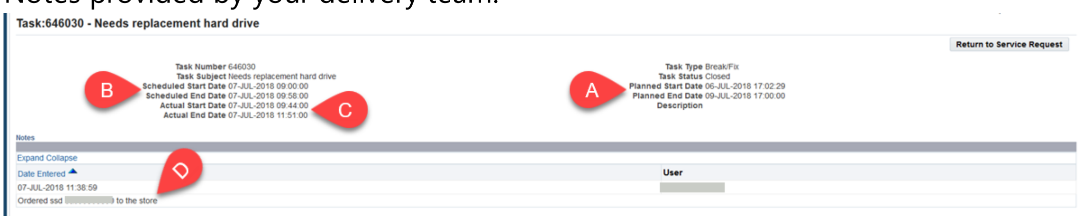
View Action Notes

The View Action Notes enables you to see the details of a single task.

1. Click the eyeglasses to view the action notes provided by the TGCS service delivery team. (e.g. Technician, Depot, etc.)



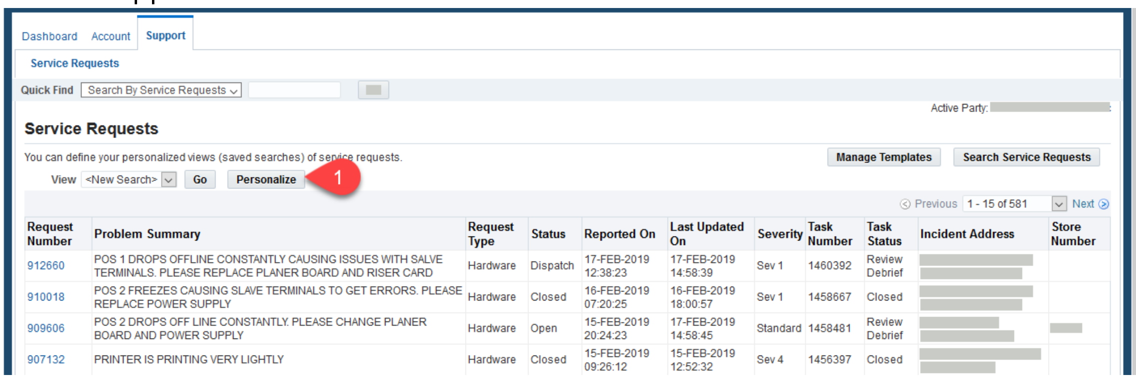
A. The planned service delivery window.
B. The scheduled ETA provided by the technician.
C. The actual start and stop time performed by the technician.
D. Notes provided by your delivery team.



Personalized Support Search Views

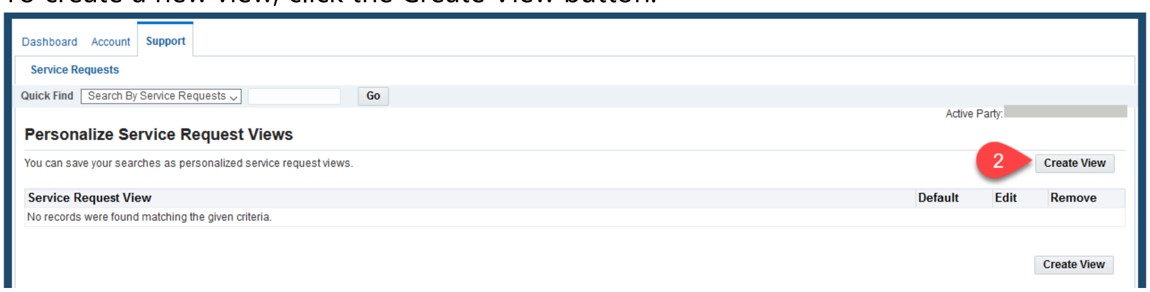
To enable a focused view of what is happening with your Service Requests, you can create personalized search views in the Support tab.

1. On the Support tab click the Personalize button.



The Personalize Service Request Views screen will display a list of your personalized views. From this screen you can add, edit, or delete personalized views.

2. To create a new view, click the Create View button.



3. Give your new view a name.
4. If desired make this your default view.
5. Set the filter criteria for your new view. In this example we are creating a view to display all Sev 1 Service Requests.